

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
9535 E. DOUBLETREE RANCH ROAD, SUITE 100, SCOTTSDALE, AZ 85258
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: Sept. 27, 2017 Case Number: 18-23

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

→ Name of Veterinarian/CVT: Eye Care for Animals - Northern Location
→ Premise Name: Dr. Paul Barrett ↗
Premise Address: 2316 Northern Avenue
City: Phoenix State: AZ Zip Code: 85021
Telephone: 602-995-2871 * Bugs at Northern location

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*: Staffing issues via post surgical care - North Scottsdale Process. Corporate-wide.

Name: Kristen Hammond
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Home Telephone: [REDACTED] Cell Telephone: [REDACTED] (same)

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Apollo
Breed/Species: Chinese Shar pei (winkle dog)
Age: 9.5 Sex: Male Color: Tan

PATIENT INFORMATION (2):

Name: None relevant - we have had other
Breed/Species: dogs complete same surgery 6 months ago
Age: with no issues Sex: Post surgery Color: is where the
issues start.

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Dr Jennifer Urbanez - North Scottsdale
→ (Name is missing) Nice lady - Resident at North Scottsdale and Northern location

North Scottsdale, Eye Care for Animals 22595 North Scottsdale Scottsdale, AZ 85255	Northern Ave registered to Dr Paul Barrett. 2316 Northern Avenue Phoenix, AZ 85021
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E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

myself

all other staff are part of Eye care for Animals
Sarah North Scottsdale helped me try and coordinate
a post surgical complication plan. She was helpful.
and following process. The problems are from the
process and of course cleanliness of Northern
Attestation of Person Requesting Investigation
Debbie at Corporate office, Karen Webster Corporate office location.

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: [Signature]

Date: 9/22/2017 @ 5pm (FRI)
Mailing today.

F. ALLEGATIONS and/or CONCERNS:

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

type written + attached.

- Bugs in Northern Eye Care for Animals facility
- Pictures and videos of Northern are available.
- Purposeful understaffing of Doctors after surgery, creating a Bait-and-Switch of locations & trained staff for any post surgical issues that may arise.
- I contracted at north Scottsdale, but when post surgical issues arose, the 24 hour nurse hotline was a joke - literally, the nurse on call laughed at me, and the resulting visits needed were subsequently performed in a facility that is dirty! Bug infested. and unsafe. I have pictures. 3 pages to follow

Eye Care for Animals – North Scottsdale
22595 N. Scottsdale
Scottsdale, AZ 85255
Dr. Jennifer Urbanez

In Summary:

- Entropion Surgery for all 4 of Apollo's Eyes – Owners: Kristen Hammond & Nicholas Funk
- Surgery took place in North Scottsdale facility on 9/21/2017. Apollo was medically released to go home on 9/21 around 3pm.
- All necessary follow up care (24-hour nurse hotline, emergency follow up care at alternative locations, non board certified residents for emergency follow up, we were told no doctors are scheduled anywhere today) was outsourced to sub-par caregivers, including
- the Northern Avenue Eye Care for Animals location surgery center that has a bug infestation.

Incident:

We have two Chinese Shar Pei (wrinkle dogs). Another of our dog, Triton, had the same surgery at the North Scottsdale facility 6 months ago with no issues. North Scottsdale is clean, the staff is nice, and there is an attached full emergency center, should any safety issues arise. The location and facility we chose is very expensive, due to these specialized services and attention.

Apollo's surgery was performed in North Scottsdale and we believe Dr. Jennifer Urbanez did good work. The staff sent our dog home with a safety cone around his neck, as is customary after eye surgery. They make their own cones there out of clear plexi-glass, velcro and duct tape. We paid \$33 for it on the bill. This is an important piece of this as it is how everything started to spiral out of control. This time they added stickers too as the staff in Scottsdale was all very nice. The exam rooms and emergency center, top of the line.. clean as expected. Apollo was sent home post surgery on 9/21 (Thursday.. yesterday).

At 9pm, Apollo was outside with us and had used his foot to try and scratch/ kick off his new halo of shame. Can't say I blame him, poor guy. He pulled his stitches out and I immediately called the 24/7 nurses hotline that we were provided for post operation questions. we left a message, an on-call nurse called us back, as is customary. The difference is when this nurse from the Gilbert location called us back, she had no concern for our dog, and even laughed at me directly for my concern. When I was asking her about if he needs to be seen immediately medically, she told me it would be super expensive (dollars \$\$ first concern) this evening if she had to come in, or less expensive if I waited until the morning. Please note, the surgery we agreed to was already the most expensive price in the valley at \$2700. She made jokes about dogs pulling their collars off by themselves all the time, and the cones they are sent home in are merely more cosmetic. If we wanted to make sure he was protected from scratching (now that he has already scratched his eyes and popped out his stitches), we should have gotten him a cone that we can thread his collar through. She told me most dogs like the clear ones better because they can see & cosmetically look better. I had to explain to the lady my primary concern is that he is protected and not scratching the \$2700 in surgery we just had done. Safety was more important in my mind. She did not offer any helpful advice. we hung up, me still very upset and worried for my dogs eyes, feeling not one bit better other than knowing this lady in Gilbert won't be working with my dog. I sent the company an Email at 1am..

In the morning, I call Scottsdale office at 8am, no answer and again at 9am. This time, they tell me there is no doctor who can see my dog in Scottsdale, and they apologized for the lady in Gilbert, but if I don't mind taking Apollo over to the NORTHERN AVENUE LOCATION (23rd Ave and Northern, off I-17), there is a resident who can see me. I believe this resident is nice and had seen Apollo before in North Scottsdale, the only location I have been to. Sarah, the lady in the office in North Scottsdale, was very nice. I got Apollo into the car and headed down to Northern office location. When I arrived, The location definitely took me by surprise. This is not north Scottsdale. Run down, we maneuvered around 3 homeless people and their carts to get to the front door,. The Northern Avenue office staff was not our friendly office staff like Sarah and North Scottsdale. As a matter of fact, the reception girl didnt even walk around the desk to come and greet us or weigh Apollo. After a while, she had me do it and only even came around the desk to interact or give me a

smile when I couldn't figure out what reset button to hold on the weight scale. So no big deal. We are waiting, finally get to a private room.. except the door handle of the vet's office is broken. I worried that another dog could come into our vet room, so I used a waiting room chair to prop the door closed. ... and waited for our turn to be seen by the resident to recheck his eyes. While waiting, I noticed a half dead bug squirming as I was on the floor with my dog, hanging out with him to calm him down as we waited. ONCE I SAW THE FIRST BUG, I NOTICED THERE WERE MANY!!! Super disgusting gross. we were then taken to a second room, where there were of course, more dead bugs!! So here I am in a ghetto surgery center with my dog with open eye wounds from surgery the day before and the office has a general lack of upkeep and cleanliness.

I am now nervous to even have my dog at this dirty place. Never in my life would I take my dog to this northern location by choice. as a matter of fact, I live 45 minutes away from North Scottsdale in North Peoria / Sun City and purposefully chose the clean, nice location that I did. I never would have brought my dog to a ghetto doctor practice, and then to find out it has BUGS just really makes me upset. If I have never in my life had this kind of experience. I feel that I have been bait and switched. Medical service is all about practice location, amenities and clearly HEALTH AND SAFETY above all else. Most places in the valley offer the same procedure for \$1800-2000, We paid top dollar to have our dog seen by a top location, North Scottsdale, at a facility that is attached to an animal hospital. Though we received our initial surgery at that center, all follow up care has been less than par, often times offensive, and downright dirty. we were never informed that services could be at ANY location, by any staff member and that the locations are not even close to holding the same standards. I am sick that we are going through this experience. Absolutely sick.

Apollo was seen by the resident at Northern, (my only option) and she determined that he did not remove any of his stitches. We have pictures of all of this, including the bugs, the door handle video, the eyes that sure look to me and everyone else we show them to (except the resident doctor) that he has popped some stitches. Apollo is currently at home on day two of recovery. He is the most adorable, friendly shar pei you'll ever meet. We still have some ways to go with recovery (3 weeks) and this staff will be attending to him for any needs that arise. We are not at a good place with the company.

I did put in multiple phone calls and emails to the company's HQ & customer service hotline/ generic email address box, as is listed on their website and Facebook pages for customers to communicate through. I did get a generic and nice reply from Debbie with corporate HQ informing me they would look into my complaints. Debbie did not ever return any of multiple calls, but I believe she was working on trying to find the right person to help with my questions regarding sanitary issues at their Northern Office location and the rest of the debacle that has transpired from this.

The CEO, Karen Webster, did call me earlier today, after my sending pictures of the bugs, door knob, and explanation of my horrific experience, and though she mostly refused to listen to me speak because she didn't like to have to hear about the experience that her staff delivered, (Imagine having to LIVE it) she offered a half-hearted apology, with the connecting sentence being I am so sorry, but we don't have bugs. She explained harshly to me that they have a cleaning company, and that she was told the bugs were only there due to furniture being moved (is that how cleaning works, hmm.. and not at all even possible for the bugs to only be there from furniture being moved, as there IS NOT VERY MUCH FURNITURE EVEN IN AN EXAM ROOM... the exam table, 2 sterile thin plastic waiting room chairs max! pictures were taken, there is no substantial furniture and the legs of the waiting room chairs are basically metal pegs, not a perfect safe harbor for annoying pests. The fact is that they just didn't clean the rooms! What furniture is there to move? I didn't move anything... I noticed a half dead bug still moving when I was on the floor with my dog (who is on the floor as we wait), trying to ease his anxiety and entertain him when I noticed more and more bugs at the perimeters of the room, around the baseboards and proceeded to take pictures. Disgusting!! An exam room should have the floors swept in between patients, and dare I suggest a MOP with cleaner to disinfect since this is indeed a veterinary office.. surgical center at that!! ?) as I told Karen Webster, THIS IS NOT OKAY.

Piles of dead bugs, half-alive bug, multiple bugs in multiple exam rooms, across the building/hallway from each other (it's small, did I mention ghetto, practice inside a rundown strip mall off the freeway in a bad part of town. We had to

weave between three homeless people and their shopping carts to park and get to the front door).. and then to say you simply don't have an issue is complete foolishness.

Her lack of concern of the health and welfare of all animals is demonstrated by her "in detail investigation" on the bug issue and immediate, almost in the same breath denial. I don't feel that she took the issue seriously at all, and has brushed it aside like it means nothing. She did not do anything other than merely calling her less than enthusiastic staff at the Northern location and inquired about bugs, she clearly believed whatever she wanted to hear through that phone and is in strong denial of the actual picture evidence. After 20 minutes, she ended the phone call unresolved, with no plan of resolving or following up with me further herself. She refused to give me her contact name and info, but I did obtain it from my local North Scottsdale location when I called to inquire who my complaints need to now go to. Her plan is to let Dr. Jennifer Urbanez, who we have not had issue with, call on Monday. Ridiculous!

I wish to file a complaint to have Arizona State Veterinary Medical Exam Board investigate the cleanliness of the facility at Northern Avenue. The Address is 2316 Northern Avenue, Phoenix, AZ 85021 (602) 995 – 2871, with Dr. Paul Barrett as the lead registered Eye Care for Animals company. [REDACTED]

[REDACTED] I do not feel the standards of cleanliness are being met. I have pictures of the bugs in their office that I am glad to provide or submit. I have tried to print them to include them, but they do not show up very well on my poor printer.

I was also told that I can include a request to investigate / complain about the staff at what I feel is a post-surgical bait and switch. The services I contracted I made sure were checked out, board certified in a clean location that I was comfortable with and located attached to the actual Eye Care for Animals facility that we selected to do business with. None of my post-surgical experiences have been with the nice staff and nice location that I have contracted with. I was not aware that by contracting the services of North Scottsdale, I was really contracting the services of ALL of their staff and facilities in their network, and in no way, could I have ever imagined their facilities are so vastly different than each other. I believe this is a routine practice to sell a larger amount of services for the highest price possible, then not staff your facility for post-surgical needs as promised (no doctors on Fridays, the only surgery days are Wed & Thursdays... so essentially anyone getting post-surgical care is almost guaranteed to NOT get services in North Scottsdale, unless they are willing to wait from Thursday until the following Monday. There is never a time in my life that I would contract with a gross and dirty ghetto facility like Northern Avenue / I-17. I contracted with an upscale, clean, state of the art facility and paid a large sum, \$2700 for the services. Other places in the valley that we checked would perform the same surgery for around \$1800-2000, but were not as nice, and we had a good experience with our first dog 6 months prior at the same exact North Scottsdale location. All goes great until you need to utilize their post-surgical support options.... Then all rules, including cleanliness, go out the window.

I am not happy with the current outcome of the phone call I had with Karen Webster, CEO, and I find it very disgusting the way we have been treated post-surgery.

My contact information is
Kristen Hammond / Nicholas Funk

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

I appreciate your concern and can be reached for anything that is needed. I want to stress that I do have pictures of the bugs and some video of the door showing proof of the general lack of upkeep and cleanliness.

Thank you,
-Kristen Hammond

YAHOO! MAIL

Subject Eye Care for Animals
From Karen Webster - President/CEO - Administration <kwebster@eyecareforanimals.com>
To: kristennhammond@yahoo.com <kristennhammond@yahoo.com>
Date Sat, Sep 23, 2017 at 10:27 AM

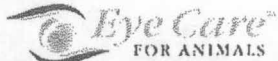
Dear Kristin,

Thank you for your phone call on Friday and follow-up email. The N. Scottsdale team, the Phoenix team, and I have all apologized for what you you no later than Monday.

Sincerely,

Karen Webster, MBA
President/CEO

Clear View Veterinary Solutions LLC
Management & Administrative Services for



tel (480) 424-3947 | dir (480) 682-6913 | fax (480) 429-6277

8145 E. Indian Bend Rd. Scottsdale, AZ 85250

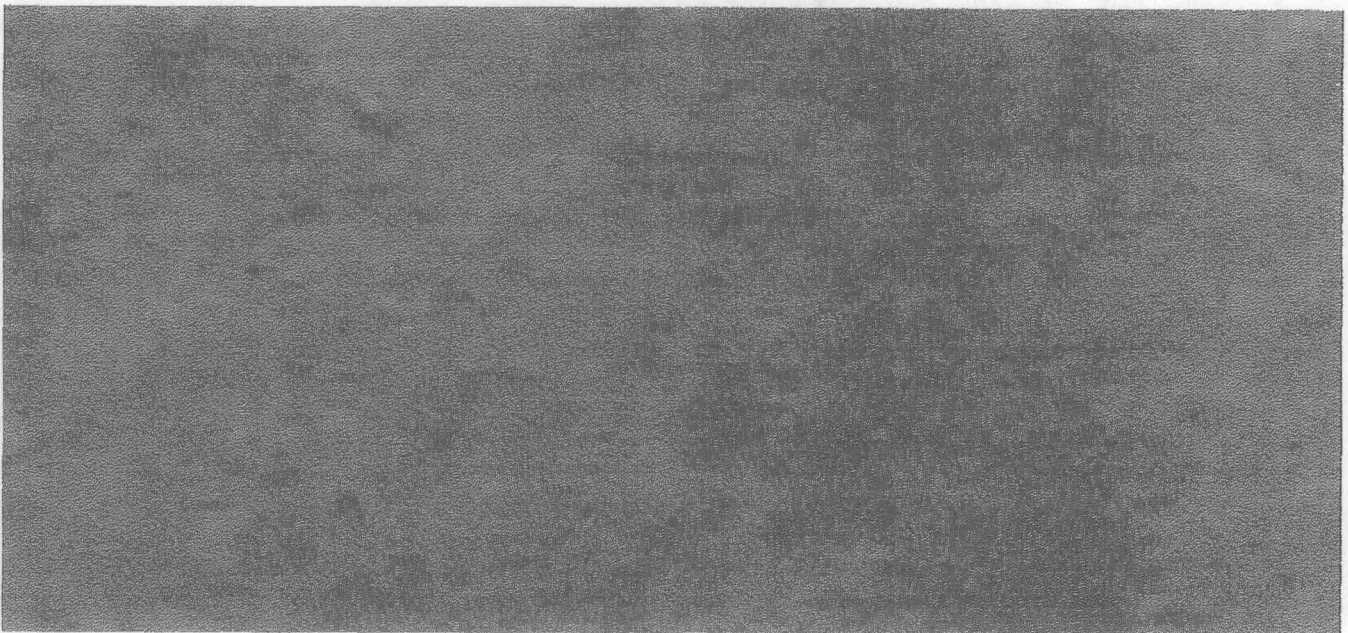
EyeCareforAnimals.com | [Facebook](#) | [Twitter](#) | [YouTube](#)

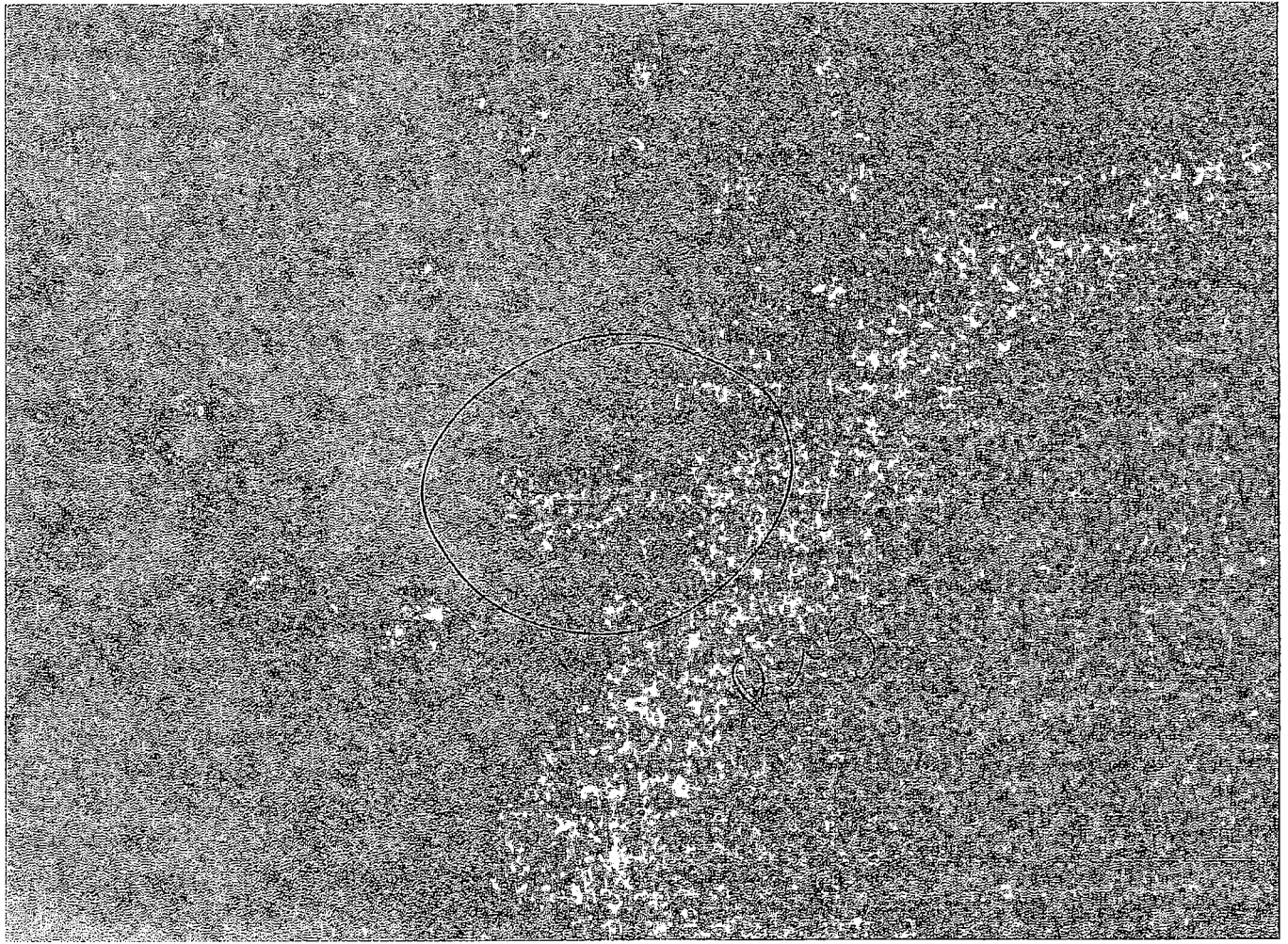
From: Kristen Hammond [mailto:kristennhammond@yahoo.com]
Sent: Friday, September 22, 2017 6:52 PM
To: Karen Webster - President/CEO - Administration <kwebster@eyecareforanimals.com>
Subject: Video. In the new 2nd exam room.

* I was informed that the complaint/ investigation needed to be listed as the Northern Avenue location. This is the contact information from Karen Webster, CEO who is aware of the bugs. ~~_____~~

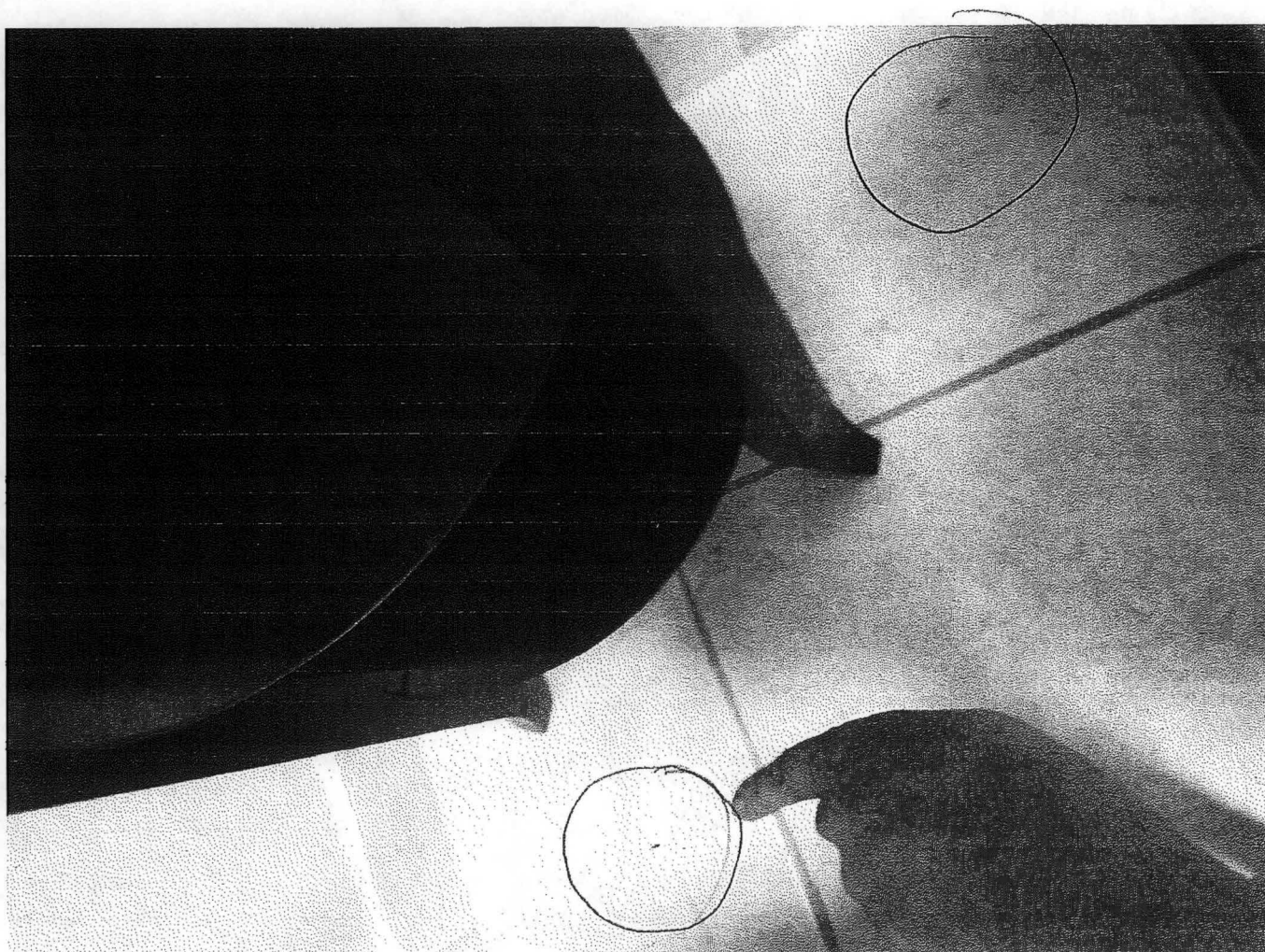
Our Services were contracted at North Scottsdale, but we were sent "in-network" to Northern Avenue location as our only option for post-surgery follow up.

Video of your northern location...in the second exam room we were in. Notice the debris and hair too... yuck. That place is disgusting

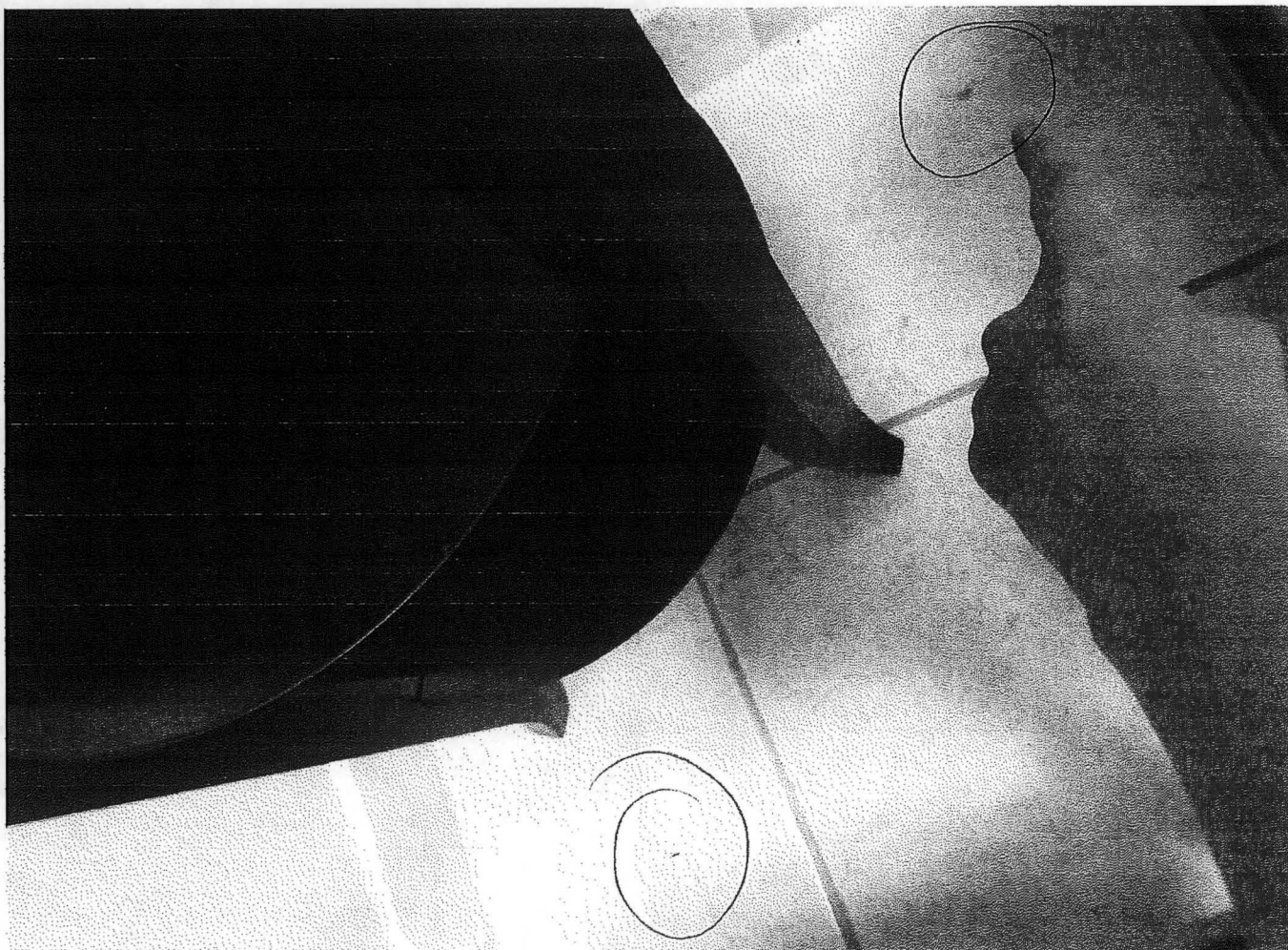




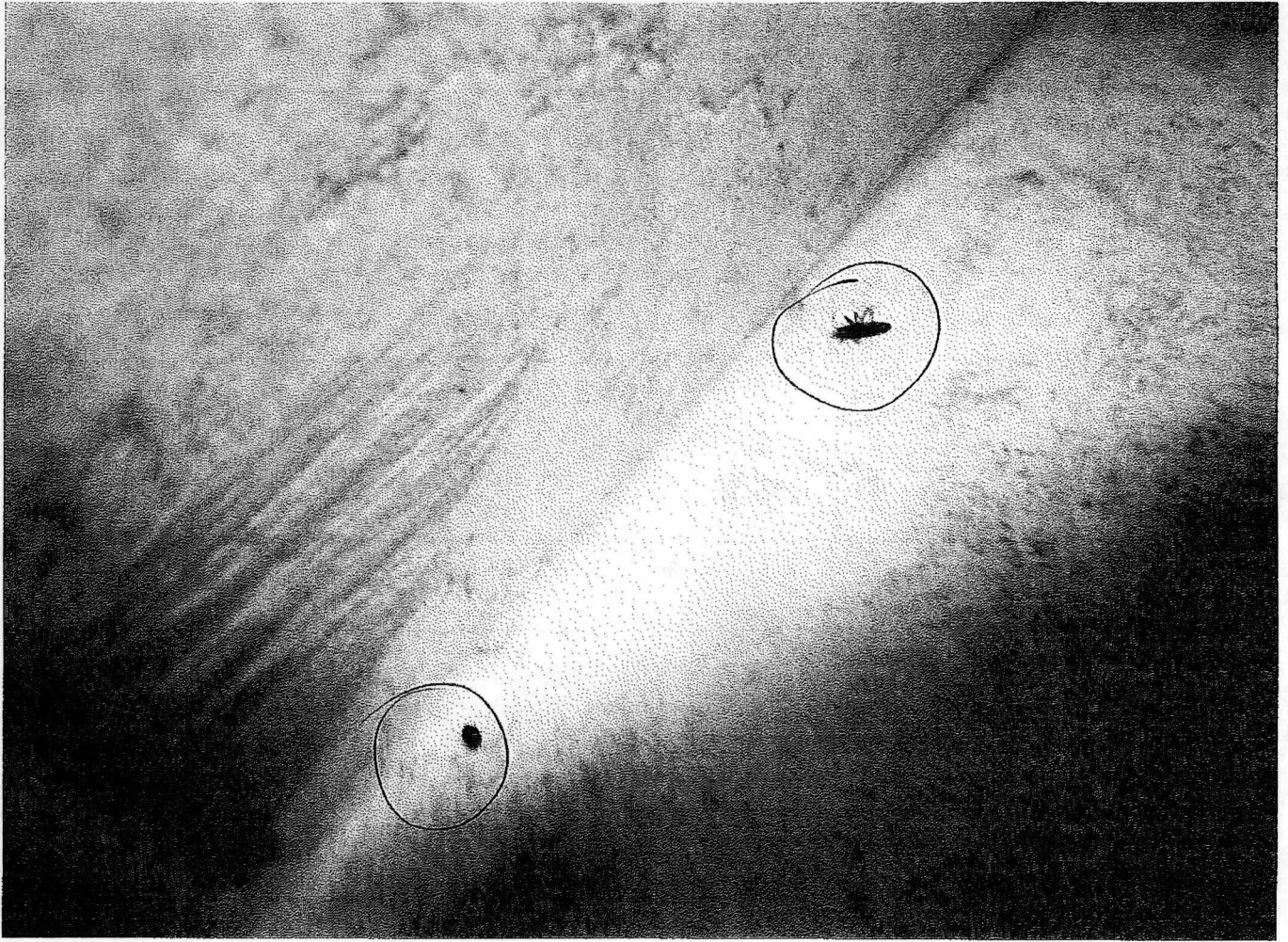
Sent from Yahoo Mail on Android



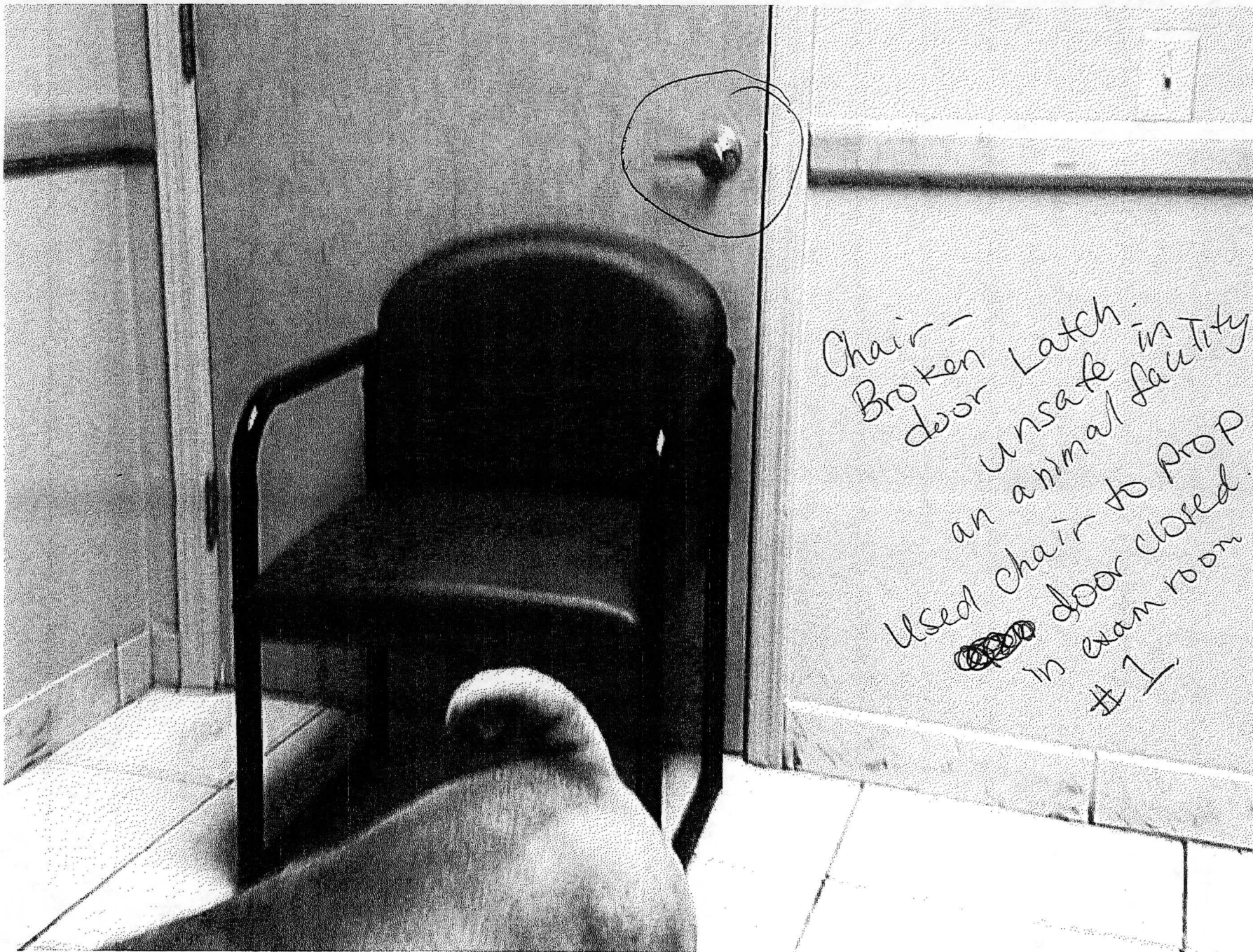
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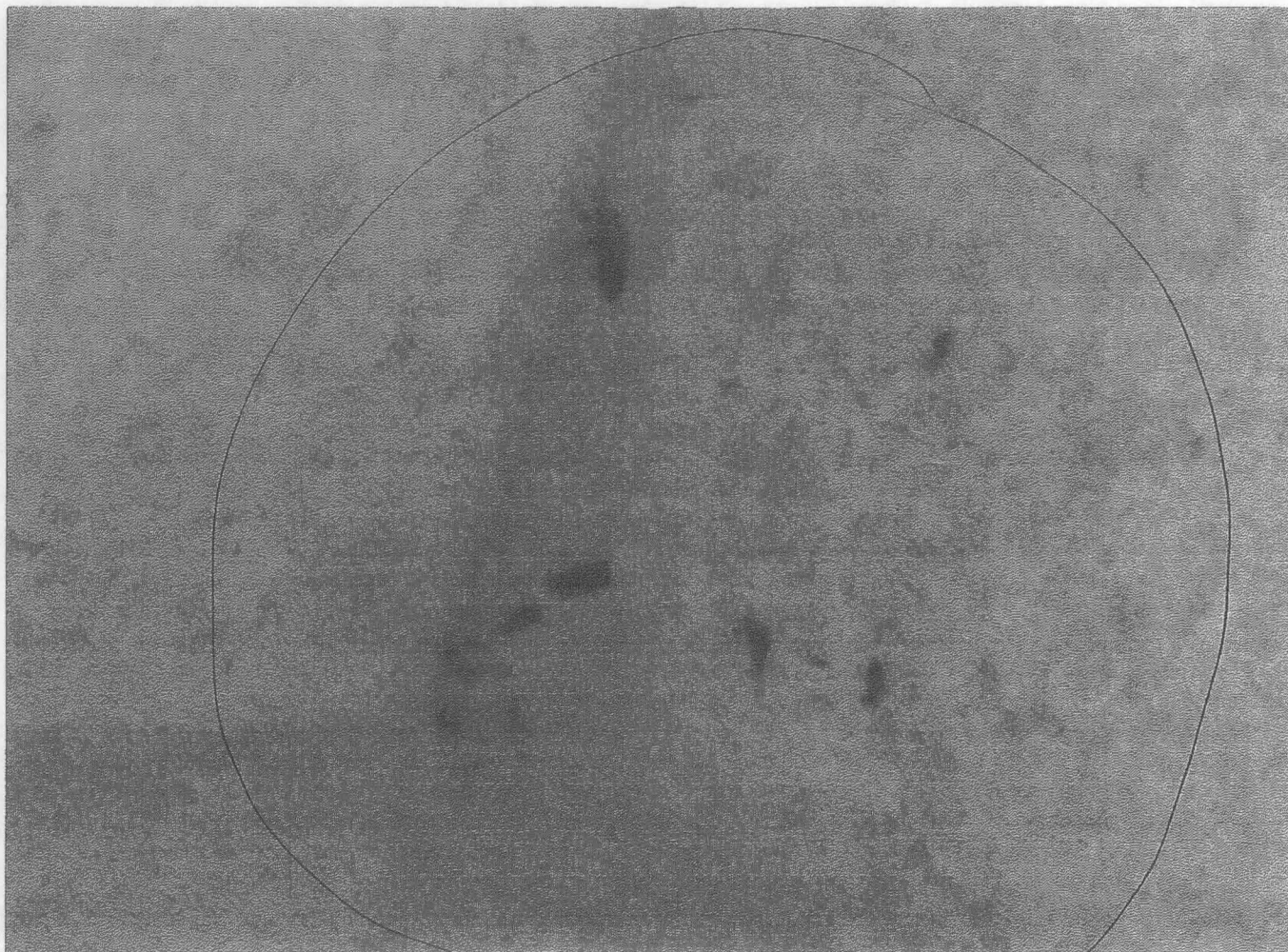


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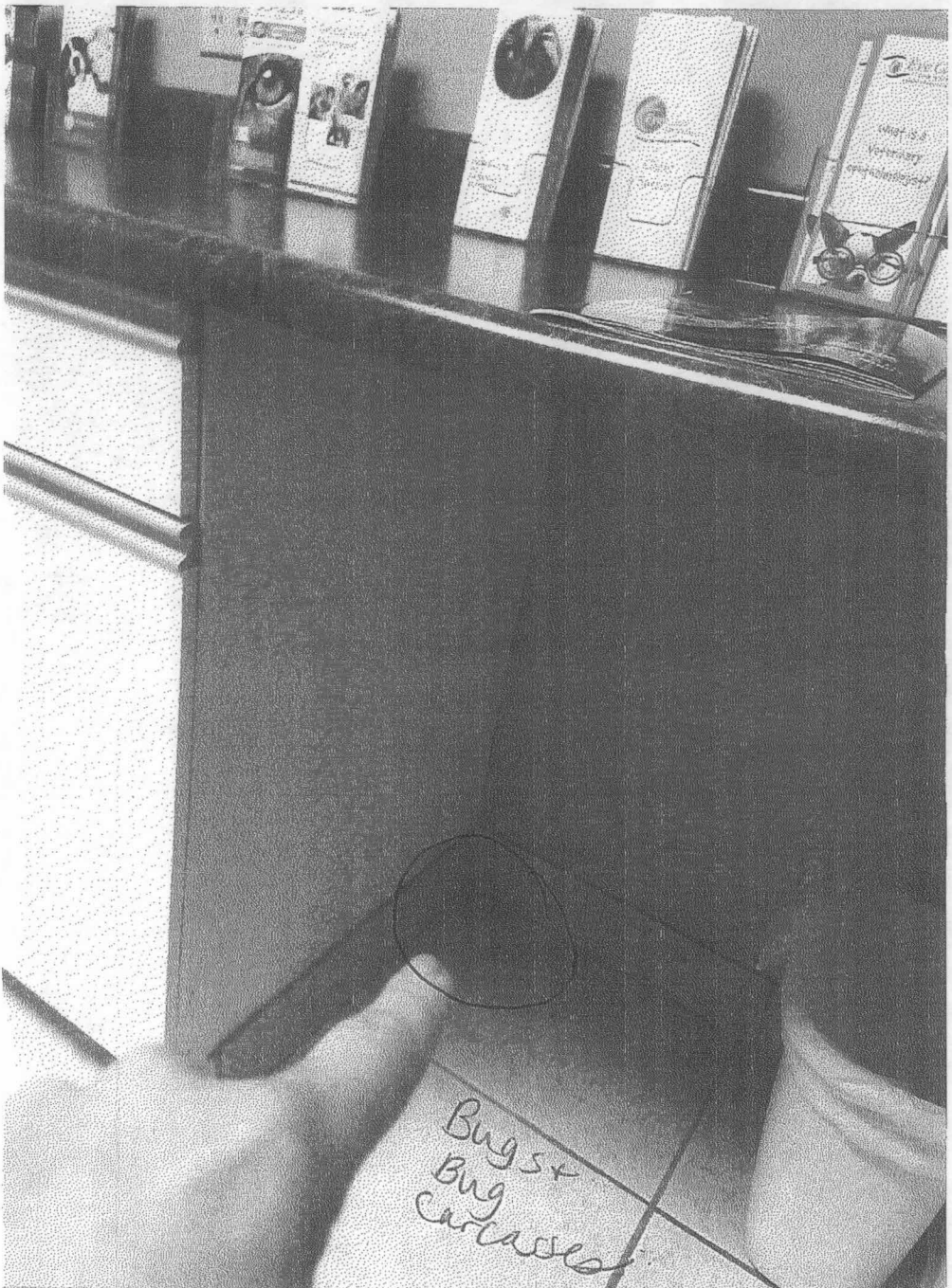
Sent from Yahoo Mail on Android





Sent from Yahoo Mail on Android

Bugs + Bug Carcasses



Sent from Yahoo Mail on Android

Dr. Paul M. Barrett
Eye Care For Animals
2316 West Northern Avenue
Phoenix, AZ 85021

Client: Kristin Hammond-Funk
Pet: "Apollo"
AZ Case: 18-23
ID: 29918A
DOS: 9/22/2017

"Apollo" was seen in this office one time by my associate Dr. Auten on September 22, 2017. This was a post-surgical re-examination on emergency requested by the client with the complaint of a suture that came out. At this emergency re-examination, the sutures from the surgery the day before were intact, and there were no abnormalities noted. "Apollo" was discharged on unchanged medication recommendations.

The client in the complaint asserted a "bait and switch" technique since she was asked to have her emergency examination done at a different office from where the surgical procedure was performed. This is a false accusation, in that the doctors, staff, and procedures done in the emergency exam location are the same as those performed at the surgical location. Additionally, the staff clinician that examined "Apollo" at the emergency examination, was also present during the surgery "Apollo" had performed the day before, so had complete knowledge of "Apollo's" case management. The standard schedule for examinations at the surgical facility does not typically include Friday examination appointments.

The client also asserted the above office was unsanitary, since a beetle crawling across the floor was observed and video photographed by the client. This assertion is also unfounded, in that the client had no knowledge of the pest control management company which treats the facility monthly, which treatments have been on-going, including addressing any beetles present within the facility. Additionally, the facility inspection from the Arizona State Veterinary Board on October 24, 2017 did not reveal any unsanitary conditions, as asserted by the client.

Please do not hesitate to contact me should you have additional questions or concerns.

Paul M. Barrett, D.V.M. Diplomate, American College of Veterinary Ophthalmologists

DOUGLAS A. DUCEY
- GOVERNOR -



VICTORIA WHITMORE
- EXECUTIVE DIRECTOR -

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

9535 E. DOUBLETREE RANCH RD, STE. 100, SCOTTSDALE, ARIZONA 85258
PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039
VETBOARD.AZ.GOV

INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: AM Investigative Committee: Alex Casuccio, D.V.M. - Chair
Ryan Ainsworth, D.V.M.
Christine Butkiewicz, D.V.M.
Mary Williams
Ed Hunter, R.Ph

STAFF PRESENT: Tracy A. Riendeau, CVT, Investigations
Sunita Krishna, Assistant Attorney General

RE: Case: 18-23
Complainant(s): Kristen Hammond
Respondent(s): Paul Barrett, D.V.M. (License: 2023)

SUMMARY:

Complaint Received at Board Office: 9/27/17
Committee Discussion: 12/12/17
Board IIR: 2/21/18

APPLICABLE STATUTES AND RULES:

Laws as Amended July 2014
(Salmon); Rules as Revised September
2013 (Yellow).

On September 22, 2017, "Apollo," a 9.5-year-old male Shar-Pei was presented to Respondent's associate after possibly scratching his sutures out. Complainant expressed concerns that she was sent to another facility where the staff was not friendly.

Additionally, while waiting to be seen, Complainant noted dead bugs on the floor in the exam room. Also, the door to the exam room was not latching and Complainant had to place a chair against the door to keep closed.

Complainant contends Respondent's staff was unprofessional and the premise was not clean. Respondent is the responsible veterinarian for the premise.

Complainant was noticed and appeared.

Respondent was noticed and did not appear.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: *Kristen Hammond*
- Respondent(s) narrative/medical record: *Paul Barrett, DVM*

PROPOSED 'FINDINGS of FACT':

1. On September 21, 2017, the dog had entropion corrective surgery on all four lids and was discharged with an Elizabethan collar. That evening while outside with Complainant, the dog attempted to remove the Elizabethan collar and scratch at the eyes. Complainant believed the dog was able to reach an eye and pull out some sutures therefore she called the Eye Care For Animals after hours line.
2. According to Complainant, the on-call pet nurse laughed at her and showed no concern. She told Complainant that it would expensive to be seen that evening and recommended waiting until morning. Complainant was not happy with the recommendation and emailed the premise that evening.
3. According to the pet nurse, Ms. Jagos, Complainant was not open to options and it did not sound like the dog's incision was affected. Complainant was upset that the Elizabethan collar put the dog at risk. She was to call the next morning to have the dog's eyes evaluated.
4. According to Complainant, when she called the premise the following morning a doctor was not available to see the dog at the Scottsdale location. Complainant was requested to take the dog to the Phoenix location. Upon arrival, the staff was unfriendly; when placed in an exam room, the door to the room would not latch closed therefore Complainant placed a chair at the door to ensure another dog would not enter the room. Additionally while waiting, Complainant stated she saw half dead bugs on the floor. When moved to a second room, Complainant witnessed more half dead bugs on the floor.
5. Complainant stated the dog was seen by a doctor who determined that the dog did not remove any of his sutures; Complainant felt this was not accurate. She felt there was a post-surgical bait and switch. Complainant had the surgery performed on Thursday at the Scottsdale location and was unaware that doctors were not available at that location on Fridays, if she had an issue, requiring her to go to the Phoenix location which she felt was unfriendly and dirty.
6. According to Respondent, his associate, Dr. Auten performed the post-surgical emergency exam on the dog. Sutures were intact and no abnormalities were noted; the dog was discharged. Dr. Auten was present during the dog's surgery the day before and had complete knowledge of the dog's case management. Respondent further stated that doctors, staff and procedures performed in the emergency location (Phoenix) are the same as those performed at the surgical location (Scottsdale).
7. Respondent stated that Complainant was unaware of the pest control management company which treats the facility monthly, and which treatments have been on-going, including addressing any beetles present within the facility.
8. On October 24, 2017, a premise inspection was conducted and no concerns were noted.

COMMITTEE DISCUSSION:

The Committee discussed that the Board office did perform a premise inspection and it appears the premise has been cleaned up and the issues addressed.

However, Complainant made the Committee aware of other concerns surrounding the discontinuing care for the dog. Committee did not feel Respondent was responsible for this issue and Complainant could file a complaint against the doctor who refused to treat the dog after surgery was performed and her complaint was filed.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

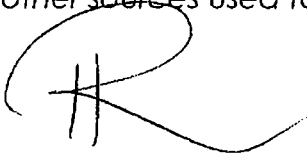
COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 5 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.



Tracy A. Riendeau, CVT
Investigative Division